

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	February 17, 2015
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Blvd. Santa Fe Springs, California 90670	Start Time:	2:00 PM
Chairpersons:	Lupe Ayala Kari Thompson Caesar Moreno	End Time:	4:00 PM
Members Present:	Silvia Rowe; Lynn Zimmerman; Mike Olsen; Jennifer Mitzner; Michael Boroff; Caesar Moreno; Joel Solis; Laura; Marc Borkheim; Mike Olsen; Carmen Vargas; Misty Aronoff; Regina Esparza; Jennifer Phan; Adele Kelso; Lorena Gomez; Stanley Briones; Marishia Phillips; Joyce Toledo; Michael Barrihas-Sanchez; Kari Thompson; Adrian Chavez; Jennifer Christy; Alma Bretado; Hsiang-Ling Hsu; Antonio Banuelos; Adele Kelso; mborof; m.ford@masadahomes ; Lupe Ayala		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:00pm		Lupe Ayala
Review & Approval of Minutes			Lupe Ayala

Quality Improvement Update	<p>External Quality Review (EQRO) will review SA-7 from April 27 to April 29. Rio Hondo and Pacific Clinics will participate in the review. EQRO has a contact with State Medical to review Mental Health Plans throughout the State when Medi-Cal does not schedule their State Systems Review. The pupose of EQRO's Review is to ensure Medi-cal recipients receive high quality of care. All Meid-Cal providers are open to be reviewed by EQRO. They are interested in outcome, consumer satisfactory, IBHIS, massive data analysis, and MH state information program. Wants to see 75% reimbursement rate. Will have focus group with District Chief and program heads. Also focus group with QIC Chair, supervisors, and direct line staffs. EQRO does a more systematic review of different service areas when they review DMH-MHP.</p>		Caesar Moreno
Affordable Care Act	<p>The Office of the Medical Director shared OMA Findings. DMH would like to show that we have a integrated system of care. IS is putting together an outcomes project inclusive of work flow with DMH.. The project shall also include the ACCESS Test Call Project.</p> <p>* Access Test Call- Project:</p> <p>Providers shared experiences doing test calls. Some were satisfied. Some reported a wait of 45 minutes or more without being asked for their return telephone number. Access has increased their staff inclusive of staff that speaks the threshold languages. The Quality Improvement Division is spearheading the ACCESS Test Call Project. The goal is to achieve 65% of the</p>		Office of the Medical Director

Quality Assurance Update	<p>calls answered with a minute. ACCESS has a phone tracking system. ACCESS will measure and determine the impact IBHIS has on the ACCESS phone system.</p> <p>-DSM-V and ICD 10 roll-out has no targets date yet. Is having work group to discuss issues. Some diagnoses are questionable for billing purpose.</p> <p>- Gave list of documentation training. June still has some openings. Need to notify trainer for last minute cancellation. For direct operated clinic, nurse needs to participate in psychiatric diagnostic interview training</p> <p>Need to turn in Quality Assurance Plan. Direct operated clinics turned in few years ago. Contracted agencies need to turn in QA report now. Want to make sure review 10% of the records. Will be notified if correction is needed.</p>		<p>Lupe Ayala</p> <p>Caesar Moreno</p>
Quality Assurance Update Continued	<p>Patient's right has new poster. Field based program need to show have all patient's right information available. Joel Solis will inform recertification coming 6 months in advance.</p>		
Provider of the Month	<p>Rio Hondo/Rio Hondo Centro De Bienestar Wellness program in Rio Hondo and Bienestar in H.P. Has OA FCCS, PEI, FCCS, will start TAY group at Mosaic Housing. Can offer walk in MED services.</p>		

Provider Updates	<p>Bienvenidos: Had PEI annual site visit. They looked at staff certification, OMA. Reviewed 22 charts. Feedback was to have OMA even if client dropped out or transferred to different program. Needed to justify in documentation and close in OMA.</p>		Lupe Ayala
Audit Updates	<p>Providence Community Services: auditor Controller reviewed 25 charts. Looked at TCM, MED, Crisis intervention, MHS notes for 4 days. Went well. Feedbacks were: TCM goals are too generic. MED consent has to be renewed annually. Even one time TCM service needs a goal, because TCM can't be just one-time service. Should require assessment, researching, and follow-up. This is on new Provider Manual (Nov. 2014). Please keep old Provider Manual for older review period time.</p>		Kari Thompson
Adjournment and Next Meeting Information	<p>Meeting was adjourned at 4 pm Next meeting: March 17, 2015</p>		Lupe Ayala

Respectfully Submitted,

Lupe Ayala
QIC Chair

Caesar Moreno
QIC Co-Chair

Kari Thompson
QIC Co-Chair

